



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

American Fiber Network, Inc.
'AFN'
for quarter ending June 30, 2009

| Performance Data | April | May | June | Quarterly Average |
|--|---------|---------|---------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 1.70 | 1.80 | 1.90 | 1.80 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 4.30 | 4.40 | 4.60 | 4.43 |
| C. Repair Office Answer Time [730.510(b)(1)] | 19.10 | 23.20 | 21.20 | 21.17 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 19.80 | 23.10 | 20.90 | 21.27 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.00 | 1.14 | 1.07 | 0.74 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 0.00% | 0.00% | 0.00% | 0.00% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 10.10% | 18.20% | 9.43% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments



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